

# Mark Gill

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👤 Single

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🛂 Visit Visa



## Profile

Dedicated and enthusiastic customer service professional with 6 years of experience in providing exceptional support to clients and customers. Proven track record of delivering high-quality service, resolving issues, and building positive relationships. Seeking to leverage my skills to contribute to a dynamic customer service team.

## Professional Experience

### **Federal Food, Merchandiser**

2021 – 2023 | Lahore, Pakistan

- Conducted regular store visits to assess product placement, inventory levels, and compliance with merchandising standards.
- Analyzed sales trends and customer preferences to recommend adjustments to product assortments and displays.
- Monitored and maintained inventory levels for display materials and ensured all visual elements were in good condition.

### **Metro Cash & Carry, Shelf Taker**

2020 – 2021 | Lahore, Pakistan

- Arranged and organized merchandise on store shelves, ensuring products were displayed attractively and in accordance with store guidelines.
- Conducted regular inventory checks to monitor stock levels and identify low-inventory items for replenishment.
- Assisted customers in locating products and provided information on product features and benefits.

### **Customer Experience Representative, RV Share**

2018 – 2020 | Lahore, Pakistan

- Boosted rental bookings and satisfaction as the main RV rental contact.
- Offered comprehensive RV information, policies, pricing, and improved conversions and experiences.
- Guided customers to their ideal RV, enhancing satisfaction and garnering positive reviews.

### **Customer Support Officer, Black Arrow Communications**

2016 – 2018 | Lahore, Pakistan

- Guided clients in injury claim process, ensuring efficient resolution and satisfaction.
- Delivered timely updates and addressed concerns, providing a smooth and transparent experience.
- Demonstrated excellent customer service and legal expertise, fostering clear communication and trust with clients.

## Education

**Matric, St, Mark's High School**

**Intermediate in Computer Sciences, Punjab College**

Skills

Customer Service

Excellent customer service and interpersonal skills.

Effective communication and active listening abilities.

Ability to work in a fast-paced, high-pressure environment.

Communication

Verbal and Written

Computer Operating

Ms. Office, E-mail Handling

Languages

English



Hindi



Urdu



Interests

Music, Traveling, Cooking